

Position Description

Labor Category/FLSA: Non-exempt

_____ **Current or** X **Proposed Specific Description**

Date Prepared: 06/25/2003

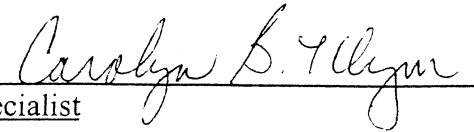
Approving

Official:

Name: Carolyn B. Klym

Signature:

Title: Supervisory Human Resources Specialist



Position Title/Series/Grade: Program Support Assistant (OA) GS-303-5

REFERENCE: a. OPM PCS GLG for Clerical and Assistance Work, GS-303, dated June 1989.
b. OPM/PCS GS-303, dtd Jan 79, c. OPM/PCS GS-326, dtd August, 2002

DETERMINATION OF TITLE AND SERIES This position is designed to provide clerical and general office/administrative support to the organization. To be included in the GS-318 Secretary series a position must be the principal office clerical or administrative support position to the office chief operating independently of any other such position in the office. However, this position is also responsible for providing office support work to all office staff members in addition to the office chief. Position DOES NOT require a qualified typist and use of office automated hardware and software is essential which excludes it from the GS-326 job series. The paramount requirement of the position is to provide general office support. Therefore, the duties are appropriately classified to the GS-303 series with a constructed title of "Program Support Assistant".

Final Title : PROGRAM SUPPORT ASSISTANT, GS-303

DETERMINATION OF GRADE: This position is designed to provide clerical and general office support work to the Chief and the entire organization. This position is evaluated by the following two factors: Nature of Assignment and Level of Responsibility.

Nature of Assignment: This position exceeds the GS-4 level work which consists of standard clerical assignments and related steps, processes, and methods. Some subject-matter knowledge of the organization's program and operations are needed. Position meets GS-5 level because work consists of standard and nonstandard assignments involving different and unrelated steps, processes, and methods. An extensive knowledge of rules, office procedures, operations, and practices is required. It is determined to function as described at the GS-5 level in referenced standard above. This position fails to meet the GS-6 level work which consists of processing a wide variety of transactions that are subject to different sets of rules and regulations. A comprehensive knowledge of rules, regulations, and other guidelines is required.

Level of Responsibility: This position exceeds the GS-4 level work in which assignments are

made in terms of methods to follow and results expected. Procedures for performing the work have been established and assignments are recurring in nature. Specific guidelines are available and unusual situations are handled by the supervisor or a higher graded employee.

Position meets GS-5 level because work is assigned by defining objectives, priorities, and deadlines. Incumbent follows accepted practices in resolving nonrecurring problems and applies extensive guidelines in the form of instructions, manuals and regulations to the work being performed. This position fails to meet the GS-6 level because at this level the incumbent is considered to be the authority or expert source on processing transactions and performing tasks often when there are no clear precedents. Numerous and varied guidelines are available and often do not apply directly to the work.

FINAL CLASSIFICATION Program Support Assistant, GS-303-05

FLSA DETERMINATION: Non exempt

Installation: National Institutes of Health, Bethesda, MD
Title: Program Assistant ~~(GS-303)~~ (CA)
Occ Series: 303
Pay Plan: GS
Grade: 5

Introductory Statement: The Division of Property Management (DPM) serves all of the NIH Community by providing support for renovations, new construction and maintenance of existing facilities, utilities and grounds. The Division provides professional leadership for the engineering programs of the National Institutes of Health (NIH). The scope of DPM operations is such that the effectiveness with which they are carried out has a major and direct effect on the worldwide biomedical research programs of the NIH. In addition to the main facilities at the Bethesda Campus and in Poolesville, MD, NIH has facilities at Research Triangle Park, North Carolina, Rocky Mountain Laboratory in Montana and the Gerontology Research Center in Baltimore, MD.

This position is organizationally located within the DPM and the incumbent serves as a Program Assistant (Office Automation) in any offices or organization within the Most Efficient Organization (MEO) as determined by ORF/DPM management as part of the A-76 process. Those offices or areas of the MEO include the Office of the Chief, MEO, Maintenance Support Team and any subordinate office thereof including the Facility Maintenance Team, Customer Operations Team and the Electronic Systems Support Team. It is the primary responsibility of the incumbent to provide basic secretarial, administrative, clerical, and information technology support to the office to which they are assigned.

Duties

Performs work of a general clerical, secretarial, or office support nature and/or provides direct support of an administrative area or technical program.

Performs secretarial duties in support of an individual, and in some cases, the subordinate staff of that individual as well, by performing general office work auxiliary to the work of the organization.

Receives, schedules, refers, and contacts members of the staff, agency, and persons outside the agency ranging from other government agencies to the general public. Informs them of the supervisor's views on current issues and programs. Formal clearances are required to manage outside contacts and their impact on programs. A significant amount of time is spent in public contact work because the program/mission of the organization is so interlocked with other

organizations or agencies. Responds to administrative problems brought to the supervisor's attention by members of the staff or management officials outside the organization or outside the agency. Notifies the appropriate subordinate management officials of the need for information or recommendation, and either prepares the response or follows up to ensure a timely response by others.

Processes incoming and outgoing materials such as correspondence, reports, memoranda, and other forms of written communication. Performs the following types of duties: edits letters, composes letters and reports, reviews correspondence for accuracy and completeness, prepares public presentation outlines, and develops standard or form letters and replies to inquiries. Advises the supervisor of important office issues arising during the supervisor's absence, and brings significant items in reports, files, and correspondence services such as preparing a variety of recurring reports, reviewing outgoing correspondence for proper attachments, format, grammar, spelling, punctuation, completeness, accuracy, and compliance with administrative guidelines, correcting any deficiencies, or consolidating/coordinating submittals of information. Receives, sorts, and routes incoming mail per priorities and deadlines established by the supervisor. Establishes and maintains the office files plan; identifies categories or documents and electronic files, files documents, and retrieves documents upon request; makes disposition of documents per NIH administrative procedures and practices. Maintains file of policies and plans.

Performs office automation duties using such software applications as electronic mail, desktop publishing, calendar, spreadsheet, database, and/or graphics. Provides general office automation clerical services such as maintaining electronic files, solving operating or user problems, or utilizing advanced software functions. Proficient in electronic mail and calendar programs, such as Microsoft Outlook, word processing programs, such as Word and WordPerfect; spreadsheet applications, such as Microsoft Excel; database programs, such as Microsoft Access; and graphics programs, such as PowerPoint.

Assists in scheduling appointments, meetings, and/or conferences. Attends meetings, notes commitments made, informs staff of commitments, and calendar maintenance clerical services such as maintaining calendars and recording appointments, arranging for meeting and small conference administrative details, or following up on action items with appropriate staff members independently. Determines audiovisual equipment requirements and makes arrangements to have equipment on hand. Prepares minutes of meetings; finalizes draft minutes; when approved by the supervisor, publishes and distributes minutes per deadlines established by the supervisor.

Provides general office supply and equipment support services such as obtaining standard office supplies and services, procuring or justifying the full range of office services, or answering questions concerning policies and procedures related to support/office services.

Performs work in direct support of an administrative area such as human resources, budget, procurement, purchasing, management analysis, or operating program analysis. Provides

clerical, assistant, or technical level support from within an Administrative Office or from within a functional component such as the Human Resources Office, the Budget Office, the Purchasing Office, or a comparable setting.

Performs work in support of human resources management, which requires knowledge of the terminology, requirements, procedures, and functions of personnel management.

Performs clerical, assistant, or technician level work in support of an employee development function. Performs standardized support work to process training requests and contracts, such as assisting with locating sources of training, ascertaining that employees meet course pre-requisites, etc. Enters training request data into the NIH Internal Training System. Makes travel arrangements, reservations, and accommodations in support of training. Assists with timely filing of travel documents and vouchers upon supervisor's return to duty. Takes advantage of training opportunities for professional self-development, with concurrence of supervisor.

Performs clerical level work in support of a personnel action processing function. Processes the full range of personnel actions including those of a novel or unusual nature, such as special appointment or detail actions.

Performs clerical or technical program support work to a variety of technical and/or program specialists in support of the line programs of an agency.

Performs general program support work such as the collection, compilation, research, and/or tracking of data and program information.

Maintains confidentiality of personnel actions and sensitive personnel information, to include Privacy Act information.

Performs work involving the collection, compilation, and/or tracking of data and statistical information in support of an organization's program operation. Updates data in one or more databases. Receives and processes documents and reports in accordance with established procedures. Reviews documents and reports for completeness and enters pertinent information into an automated tracking system. Receives and processes documents and reports in accordance with established procedures. Uses software applications to draw information in order to prepare/assist in preparation of reports.

Enters pertinent information into an automated tracking system. Assists in the planning, review, and reporting of data/statistical results of program/project studies. Establishes protocols for incoming data, organizes computerized data sets, and retrieves computerized data. Performs a basic analysis of the data and generates a variety of reports. Serves as the point of contact with lead responsibility for a particular database. Provides assistance to staff in designing, developing, and administering the office's automation and data processing systems. Creates and maintains databases, spreadsheets, and other computer files.

Performs clerical or technical supply support work necessary to ensure the effective operation of ongoing supply activities.

Assists in the management of the office reference library of standards, criteria, and publications; catalogues publications; takes annual inventory to reconcile assets; controls loans/returns; and purchases new additions when directed.

Operates computer systems, such as the Micromain 2000 CMMS System and Project Information System (PIN) used to receive, route, process and track work within the DPM and/or performs data processing support and service functions requiring knowledge of data processing sequences, procedures, user and/or programming languages, computer requirements, and/or techniques associated with the development and design of systems.

Performs work related to the resolution of user hardware, software application, and/or system problems.

Practical knowledge of technical methods to perform assignments requiring substantive training and/or experience, such as carrying out limited projects involving the use of specialized complicated techniques, and requiring analysis and developing preliminary or final conclusions. Knowledge of organization procedures and standards for completed assignments or documents. And, knowledge of the mission, function, goals, policies, and priorities of the agency and the organization as it affects the completion of assignments.

Supervision and Guidance Received

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists the employee with unusual situations, which do not have clear precedents. The employee carries out, with direction and guidance, the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation. The methods used in arriving at the end results are not usually reviewed in detail.

Guidelines

Guidelines are available but are not completely applicable to the work or have gaps in specificity. The employee uses some judgment but receives guidance in interpreting and adapting guidelines such as agency policies, regulations, precedents, and work directions for application to specific cases or problems. The employee analyzes results and recommends changes.

Complexity

The work includes various duties involving different and unrelated processes and methods. The

decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

Scope and Effect

The work involves treating a variety of conventional problems, questions, or situations in conformance with established criteria. The work product or service affects the design or operation of systems, programs, or equipment; the adequacy of such activities as field investigations, testing operations, or research conclusions; or the social, physical, and economic well being of persons.

Personal Contacts

The personal contacts are with employees in the same agency but outside the immediate organization. People contacted generally are engaged in different functions, missions, and kinds of work, e.g., representatives from various levels within the agency such as headquarters, regional, district, or field offices, or other operating offices in the immediate installation.

Also contacts members of the general public, as individual or groups, in a moderately structured setting (e.g. the contacts are generally established on a routine basis, usually at the employee's work place; the exact purpose of the contact is frequently unclear at first to one or more of the parties; and one or more of the parties may be uninformed concerning the role and authority of the other participants).

Contacts at this level are typically found in office where visitors and callers contact the office, or are contacted by the office for several different purposes, to find several different kinds of information, or to receive one of several different services.

Purpose of Contacts

The purpose is to plan, coordinate, or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

Physical Demand

The work is sedentary. Typically, the employee sits comfortably to do the work. Some tasks are repetitive in nature, so precautions must be taken to mitigate repetitive strain injuries. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; or driving an automobile, etc. No special physical demands are required to perform the work. Walking will include within and between buildings on the 300-acre Bethesda campus.

Work Environment

The work environment involves everyday risks or ergonomic discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, or libraries in a combination hospital and medical research facility. The work area is adequately lighted, heated, cooled ventilated, and cleaned.